DEVELOPMENT OF WEB BASED SOLUTION FOR IMPLEMENTING ADMINISTRATIVE REFORM

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ABSTRACT

Government of India is emphasizing on implementing eGovernance in Government departments. eGovernance has been categorised into three categories – G2C (Government to Citizen), G2B (Government to Business) and G2G (Government to Government). This paper discusses the initiatives taken by Indian Council of Medical Research(ICMR) for implementing eGovernance in the category G2G. ICMR developed eGovernance website to collect frequently required administrative information from its 32 Institutes for managing, monitoring and planning for Governance. The information collected through eGovernance website were Institute details, Regular employees detail, Pensioners detail, Sanctioned & Vacant Post detail, pending Court case detail, details on cases of Disciplinary proceedings and action taken by Institutes for Swachh Bharat Campaign.

This website reduced the delay in data collection, reduced cost of collection, increased efficiency and reduced the usage of papers. Uniform format of information made compilation easy and error free. The availability of updated information enabled authorities for better planning and undertaking time bound issues. It created transparency in administrative activities and encouraged good governance. As the issues are common in all the Government offices, this solution can be replicated in all the Government offices.

KEYWORDS: Information Technology, eGovernance, Administrative Reform, Management Information System, web based solution, Human Resource Management.

INTRODUCTION

The Government of India is emphasizing on implementation of eGovernance in Government departments. "e" in eGovernance means "electronics". Electronics refers to use of Information and Communication Technologies (ICT) to carry out good governance. Government of various countries are using ICT for providing services to public and sharing information about these services. In 2000 UK prepared the document 'e-Government: Strategic Framework for Public Services in the Information Age'[1]. In 2001 USA transformed government as per the needs of their citizens[2]. ICT has made sharing of information easy, cost effective and faster.

In India most of the people do not have access to ICT, however, the use of computers and mobiles have increased in the country. In spite of poor infrastructure and less access to ICT, India has developed many award winning e-Governance projects[3]. Implementation of e-Governance in various government departments has made the working of government more efficient and more transparent to the citizens[4]. e-Governance has increased the transparency in the governing process; reduced corruption, increased efficiency, convenience and empowerment[5]. India initiated implementation of e-Governance with the establishment of the National Informatics centre (NIC) in 1977[6]. Indian Government started processing for delivering its dealings and services electronically[7]. National e-Governance Plan of India has generalized pillars for e-Governance application. According to e-Governance plan, pillars of e-Governance are Connectivity, Knowledge, Data Content and Expenses[8]. Implementation of eGovernance has many challenges in India[9]. A successful information systems project is that which is delivered on time, to budget and meets all user requirements[10]. The people play a vital role in the success of e-Governance in India[11].

According to the 11th report on promoting eGovernance published by Department of Administrative Reform Commission, Government of India, initiatives taken in eGovernance has been categorised into three categories – G2C (Government to Citizen), G2B (Government to Business) and G2G (Government to Government)[12]. The website www.egovernance.in has categorised eGovernance as Public eGovernance, Internal eGovernance and International eGovernance[13]. The Department of Administrative Reform and Public Grievances, Government of India in collaboration with National Informatics Centre has developed an eOffice software for G2G eGovernance for government departments. eOffice has modules for creating electronic files, electronic leave management and tour approvals etc.[14]

This paper discusses the initiatives taken by Indian Council of Medical Research(ICMR) for implementing eGovernance in the category G2G or Internal eGovernance. ICMR is an apex body under Department of Health Research, Ministry of Health and Family Welfare. It has 32 Institutes/Centres located at various locations in India. Some Institutes have field stations located at various locations in India. ICMR has its Headquarter at New Delhi and administers all its Institutes from Headquarter.

ICMR frequently require many administrative information from its Institutes for managing, monitoring and planning for Governance. In the past, the desired information were sent by ICMR Institutes through email or by post. Soft copies through email were in various formats such as MS Word, PDF, Excel or JPG files. ICMR had to do many efforts to compile these information. The process was time consuming, typical, costly and error prone. Moreover the information received were not as per the desired format.

This paper has described the development of a web based solution to collect frequently required administrative information online in the desired format. The website is working successfully from the last two years since October, 2014. The desired information are being uploaded by the Institutes in the desired format. The availability of the administrative information has made governance easier for the policy makers.

MATERIAL AND METHODS

ICMR established eGovernance Cell at its Headquarters in 2014 at New Delhi. The eGovernance cell envisaged to develop a website using Active Server Pages (ASP) and scripting languages to collect administrative information from Institutes. ASP was selected as ASP codes are executed on the server side and the information is sent in HTML format to the visitor of web page. Thus ASP is secure and makes delivery of web pages faster. ASP has good compatibility with Microsoft SQL Server database. Thus, the eGovernance cell selected MS SQL Server as backend database. The Cell analyzed the information frequently required by the ICMR headquarters and designed the tables in MS-SQL Server database.

As the administrative information was to be collected from Institutes of ICMR located at various locations in India, all the Directors/ Heads of the 32 Institutes were instructed to constitute a eGovernance team at their Institute and to nominate one nodal officer for the team. The Institutes nominated their nodal officers and submitted their contact details to ICMR.

The following webpages and databases were designed by eGovernance Cell for collecting administrative information from Institutes of ICMR :

(1) Login Page
(2) Institute and Nodal Officer detail
(3) Regular employees detail
(4) Pensioners detail
(5) Total No. of Sanctioned, In Position and Vacant Post detail
(6) Court Cases lying pending with Institutes and their current status
(7) Cases of Disciplinary proceedings lying pending with Institutes and their status
(8) Action taken by Institutes for implementing Government of India - Swachh Bharat Campaign

To maintain the security of the website and to provide limited privileges to nodal

officers Login webpage was designed. Senior officers were given the privilege to view information of all the Institutes and Nodal officers were given the privilege to add/view/edit information about their Institute only. The website was launched through a web server located at ICMR headquarters and assigned a port number other than default port number 80. This was done to keep away this website from the general internet users.

All the nodal officers from various Institutes were given training to operate the eGovernance website and were informed about their login details.

RESULTS

All Institutes were encouraged to upload the desired details at the eGovernance website. The attributes of information collected through this website are shown in Table No. 1 to 7. The details of regular employees and pensioners were taken in two phases i.e. basic detail and full detail. The website was started in October, 2014. The website helped to follow up and monitor the action taken by the Institutes in line of the instructions issued by ICMR. The Institutes lagging in uploading information were identified and reinstructed. Now detail of all the Institutes is available at this website.

Table-1: Table showing the data collected about the Institute					
Name of Institute/Centre					
	Name	Mobile No.	Email Id	Phone No. & Fax No.	
Director/ Head of Institute					
Nodal Officer for e-Governance					
Nodal Officer for Court Cases					
Nodal Officer for Disciplinary Proceedings					
Detail of Posts					
	Sanctioned Posts	In Position Posts	Vacant Posts		Date of Updation
Total No. of Posts					
Detail of Court Cases					
Description	CAT	High Court	Supreme Court	Other Court	Date of Updation
No. of Pending Court Cases in					
Detail of Pending Disciplinary Proceedings					
No. of Pending Disciplinary Proceedings					Date of Updation

Table-2(a): Table showing the data collected for Regular employees – Basic information

S.No.	Type of Information
1	Institute/Centre
2	Name of Employee
3	Designation
4	Email ID
5	Mobile No.
7	Present Status of Employee (Regular/ Retired/ etc.)
8	Gender (M/F)

Table-2(b): Table showing the data collected for Regular employees – Detailed information

S.No.	Type of Information
1-8	Type of Information mentioned at Table-2(a)
9	Plan/Non-Plan staff
10	Employee Code
11	Name of Supervising Officer
12	Employee Code of Supervising Officer
13	Category
14	Marital Status
15	Religion
16	Date of Joining ICMR
17	Date of Superannuation
18	Educational Qualification at Entry Level
19	Qualification gained after joining ICMR
20	Present Pay Band
21	Present Grade Pay
22	Date of Joining Present Grade Pay
23	Mode of induction to Present Post
24	Details of Promotion/ ACP/ MACP/ Post held during service period
25	GPF No.
26	GLIS No.
27	PRAN No. (CPF)
28	Address
29	Name of the Section
30	Present Main Responsibility
31	Additional Responsibility
32	Adhaar Card No.
33	Type of Employee
34	Verified on Date? and Remarks

Table-3(a): Table showing the data collected for Pensioners – Basic information

S.No.	Type of Information
1	Institute/Centre
2	Name of Pensioner
3	Designation at Retirement
4	Email ID
5	Mobile No.
6	Gender (M/F)

Table-3(b): Table showing the data collected for Pensioners – Detailed information

S.No.	Type of Information
1-6	Type of Information as mentioned in Table-3(a)
7	Gender (M/F)
8	Date of Superannuation
9	Pay Band/Pay Scale with Basic Pay at the time of Retirement
10	Grade Pay at the time of Retirement
11	Address
12	Present Status of Pensioner
13	Name of Family Pensioner
14	Relation with deceased Person
15	Adhaar Card No.
16	PPO No.
17	Remarks

Table-4: Table showing the data collected for Sanctioned, In Position and Vacant post detail

S.No.	Type of Information
1	Name of Post
2	Grade Pay
3	No. of Sanctioned posts
4	No. of In Position posts
5	No. of Vacant posts
6	Date from which lying vacant and its reason
7	Date of Advertisement, if advertised
8	Present Status

Table-5: Table showing the data collected on Court Cases lying pending with Institutes

S.No.	Type of Information
1	Institute/Centre
2	Court Case No.
3	Name of Legal Agency
4	History of Legal Agency
5	Contempt Case
6	Date of Contempt Notice
7	Date of Information to ICMR about Contempt
8	Institute File No.
9	ICMR File No.
10	Date of Filing Case
11	Type of Court
12	Name of the Court
13	Name of the Applicant
14	Designation of the Applicant
15	Name of Respondents
16	Subject for which Case has been filed
17	Present Status of Case
18	Whether CA /Affidevit filed?
19	If Yes? Date of filing CA /Affidavit
20	Last Date of Hearing
21	Interim/ Final Directions of Court
22	Next Date of Hearing
23	Remarks

Table-6: Table showing the data collected on Cases of Disciplinary proceedings lying pending with Institutes

S.No.	Type of Information
1	Institute/Centre
2	ICMR File No.
3	Name of Charged Officer
4	Designation of Charged Officer
5	Institute File No.
6	Brief Description of Charges
7	Date of Appointment of Inquiry Officer
8	Name of Inquiry Officer
9	Designation of Inquiry Officer
10	Mobile No. of Inquiry Officer
11	Email ID of Inquiry Officer
12	Phone No. of Inquiry Officer
13	Date of Submission of Inquiry Report to Disciplinary Authority
14	Date on which Inquiry Report Sent to Charged Officer by Disciplinary Authority
15	Whether reply received from Charged Officer by Disciplinary Authority
16	If yes, Date of Receipt
17	Details of Penalty awarded
18	Date of penalty awarded
19	Whether Charged Officer has appealed
20	Current Status of the Case
21	Remarks

Table-7: Table showing the data collected on action taken by Institutes for implementing GOI Swachh Bharat Campaign

S. No.	Type of Information
1	How many spots, which are vulnerable to unhygienic conditions, identified and cleaned?
2	Are you complying 100% with the norms of handling Bio-Hazard?
3	Have you organised all files and almirahs at proper place?

S. No.	Type of Information
4	Have you organised any public lecture/interactive panel discussion regarding Swachh Bharat Campaign? Please give details with date & venue.
5	Have you organised any seminar on Hygiene/Cleanliness related diseases which are preventable? Please give details with date & venue.
6	Have you initiated any new Model Projects to demonstrate the effect of cleanliness and hygiene on preventable diseases by partnering with local institutions and Model Rural Health Research Units? Please do not repeat the project already mentioned earlier.
7	Have you organised any voluntary cleaning activity? Please give details with date & location.
8	How many files were weeded out this month?
9	How many files were digitized this month?
10	How many old equipments/ furniture/ other item were auctioned this month?
11	Is any IEC material, on hygienic practices to prevent communicable diseases, disseminated?
12	Is any maintenance work carried this month?
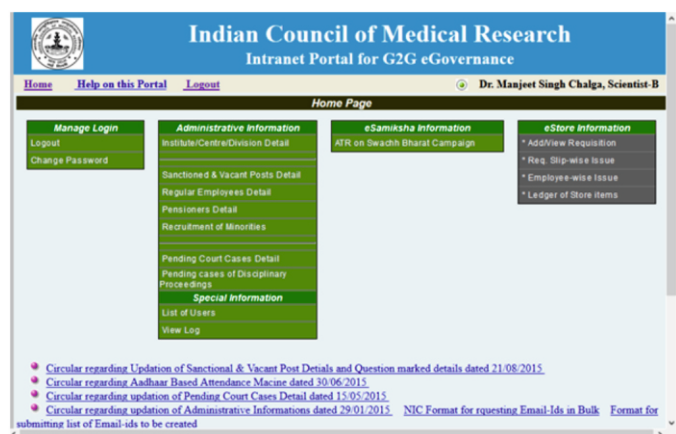
Figure-1 : Snapshot of the G2G eGovernance website

DISCUSSION

The web page for Institute details mentioned at Table No. 1 contained frequently required information and contact details of the officers. The details of regular employees, pensioners mentioned at Table No. 2(a), 2(b), 3(a) and 3(b) enabled Administration and Accounts of ICMR Headquarters to process administrative issues, implement pay commission and similar many issues. The contact detail of regular employees and pensioners enabled officers to communicate directly with the desired person.

The details of total number of sanctioned posts, in-position posts and vacant posts enabled officers to plan for recruitment, plan for adequate strength and related administrative issues (Table No.4). The action taken by Institutes to fill up a post was monitored through this web page.

Court Cases are the time bound and priority issues. The date of hearing in the court, Contact details of Legal Agency pursuing the Case, Case File No., details of Applicant & Respondents, Subject of Case, Interim/ Final Directions of Court etc. are very important information to know about a court case (Table No. 5). The details of Court Cases enabled authorities to manage their calendar, plan for the cases and efficient monitoring of the court cases.

Cases of disciplinary proceedings are directly linked with the employees of Institute. The details of disciplinary proceedings (Table No. 6) and the contact details of officers enabled authorities to closely monitor the proceedings of the case and to solve the cases timely.

As per the guidelines of Government of India, all the Institutes were instructed to participate in Swachh Bharat Campaign. Institutes regularly uploaded the monthly action taken by them for Swachh Bharat Campaign on the eGovernance website (Table No.7). These reports are regularly being compiled at ICMR headquarters on monthly basis and being submitted to Ministry of Drinking Water and Sanitation.

This website is a first step in the direction of implementation of G2G eGovernance at ICMR. eGovernance Cell is also implementing eOffice at ICMR. The success of above data collection has encouraged the Cell to add more administrative issues to this website. As the issues are common in all the Govern-

ment offices, this solution can be replicated at other Government departments also.

CONCLUSION

Administrative information is frequently required by the authorities and policy makers for good governance. This paper has discussed about the development of web based solution by eGovernance Cell of ICMR. This website collected important administrative information from 32 Institutes of ICMR located at various states in India. The information included Institute details, Regular employees detail, Pensioners detail, Sanctioned & Vacant Post detail, pending Court case detail, details on cases of Disciplinary proceedings and action taken by Institutes for Swachh Bharat Campaign etc.

These are one of the major issues being dealt by Government departments. The administrative information was collected through website in real time and in uniform format from all the Institutes. The web solutions has reduced the delay in collecting data, reduced cost of collecting data, increased efficiency and reduced the usage of papers. Uniform format of information has made compilation easy and error free. The availability of desired administrative information in the desired format at eGovernance website has enabled authorities for better planning and undertaking time bound issues. It has created transparency in administrative activities and encouraged good governance. As the issues are common in all the Government departments, this solution can be replicated in other Government departments also.

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